

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 34

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Name of the NPS Unit:	Golden Gate National Recreational Area			VTS Group:	Water
Name of VTS:	Alcatraz Island Ferry Service			NPS Region:	West
Respondent's Name:	Rich Hentschel / Barbara Riddick			Annual Visitors:	14,043,984
Respondent's Title:					
Respondent's Phone:	(415) 561-4125	Fax:	(415) 561-4140	E-mail:	

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	0	1.6a Contract Term (years):	14
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	1/1/84
1.3 Who currently operates VTS service?	Concessioner	1.6c Contract End Date:	12/31/98
1.5a Concessioner Name:	Blue & Gold		
1.5b Concessioner Address:	Pier 41, Fisherman's Wharf, San Francisco, CA		
1.5c Concessioner Telephone:	(415) 705-5555		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Alcatraz Island Service	2	14	10	0	0	99.9

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	Does Not Apply
Resource Protection Rating:	High	Sustainability Rating:	Does Not Apply

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.4 Is Schedule Provided to Operators?

5.3 Is Schedule Adjusted Daily?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

6.2 Total Fleet Size:

6.3 Number of vehicles or vessels operated in service at a single time?

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6.4 Do any vehicles employ alternative fuels?

No

Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	M/V Royal Star		D524869	1969			Concessioner	2
2	M/V Harbor Emperor		D513351	1968			Concessioner	2
3	M/V Bay Clipper		D557225	1974			Concessioner	2
4	M/V Bay Flyer		D533655	1971			Concessioner	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

No

7.2 Who owns the VTS facilities?

Wholly Owned by Contractor/Concessioner

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Docks at Pier 41		Concessioner	Concessioner	2
Generator Station on Alcatraz	1987	Concessioner	Concessioner	1
Pier 41 Office Building	1980	Concessioner	Concessioner	3
Pier 9 Maintenance Base	1989	Concessioner	Concessioner	2
Support Office at Northpoint	1987	Concessioner	Concessioner	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly?

Yes

If so, how often are the counts made?

Daily

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	3911	2454	1207727
FY 1995	3797	1846	1091368
FY 1994			1114754
FY 1993			1080665
FY 1992			1075051

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

Yes

10.2 Does Fare vary according to Season, day of week or time of year?

No

10.3 Does Fare Vary between adults and children?

Yes

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Alcatraz Island Service	\$7.75	\$5.75	\$7.75	\$5.75	\$7.75	\$5.75	\$7.75	\$5.75

Section 11: What are the Revenue and Operating Costs for the VTS Service?

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11.2 Does NPS financially support the VTS in any way?

No

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

No

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$7,588,256.00	\$6,114,171.00	\$5,970,676.00	\$5,649,176.00	\$5,520,506.00
Operating Cost	\$5,699,495.00	\$5,072,140.00	\$4,979,190.00	\$4,513,754.00	\$4,588,283.00
Concessioner Fees	\$990,793.00	\$816,220.00	\$791,115.00	\$735,458.00	\$735,044.00
NPS Support for VTS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Payments to NPS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:	\$0.00
Comprehensive Coverage:	\$50,000,000.00
Property Coverage:	\$0.00
Public Liability Coverage:	
Medical Coverage:	\$0.00

Collision Premium:	\$0.00
Comprehensive Premium:	\$303,000.00
Property Premium:	\$0.00
Public Liability Premium:	
Medical Premium:	\$0.00

Other Insurance:

Other Premium: \$0.00

Total Premium: \$303,000.00

12.2 Who pays Insurance?

Concessioner

12.5 Who conducts substance abuse screening?

Smith Klein

12.3 Who pays Operator Ins.?

Concessioner

12.6 Who conducts safety training program?

Concessioner

12.4 Who pays special license?

Captain

12.7 Who maintains substance abuse program?

Concessioner

12.4 Who screens operator history?

Concessioner

Who regulates VTS vessels and crews?

US Coast Guard

12.8 Number of injury claims in past 5 yrs?

25

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?

Yes

13.2 Are there written Hazmat Program procedures?

Yes

13.3 Is there a written Maintenance Training Program?

Yes

13.4 Is there a written Safety Program for VTS maintainers?

No

13.5 Is AC Brake Certification required?

No

13.6 Are federal (e.g., OSHA) Records Maintained?

Yes

13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?

2

13.8 What is the number of preventable maintenance road calls made during FY 1996?

12

Section 14: What Future Plans are there for VTS Service

Planned Mods: The NPS is undertaking a planning project to consider the full scope of services to be included in the next concessioner contract.

Plan Reports: No